

City of Hermann, Missouri

Position: Public Safety Dispatcher

Department: Police Department

Supervisor: Chief of Police

Grade: Hourly

Salary: \$14.00 base full-time

Job Summary

Performs a variety of duties related to communications and dispatch of police officers, fire units, ambulance units and city utility crews.

Principle Duties and Responsibilities

- Monitors the movement and availability of police, fire and ambulance personnel and equipment in the CAD system.
- Interface with MULES (Missouri Uniform Law Enforcement System) and NCIC (National Crime Information Center)
- Provide pre-arrival medical, police and fire safety instructions.
- Monitor weather conditions and set off outdoor weather sirens when necessary.
- Clerical duties related to maintenance of police department records. This includes data entry into a records management system, maintenance of filing system, completing federal and state reports, communication with state and municipal courts as well as other federal and state agencies.

Skills, Knowledge and Abilities Required

- Strong communication skills required.
- Ability to speak in a clear and concise manner under pressure.
- Ability to maintain composure in tense situations and deal politely with all callers.
- Ability to use standard office equipment and perform accurate data processing.
- Familiarity with window-based computer programs a necessity.
- Must be able to type a minimum of 40 wpm.
- Ability to function with minimal supervision.
- Ability to follow written and verbal instructions.
- Must be able to manage several tasks at the same time as well as handle being distracted constantly. Must then be able to return to unfinished tasks.

Education, Certification and Experience Required

- Graduation from high school or equivalent and level of maturity to maintain calm demeanor during crisis situations.
- Must pass a criminal background check.
- Previous experience in emergency services a benefit.